



2020 ANNUAL REPORT



April 2021

Mr. Chairman, Members of the Vilas County Board of Supervisors, Committee Members and residents of Vilas County,

I am pleased to present the 2020 Annual Report for the Aging and Disability Resource Center (ADRC) of Vilas County. Annual reports are a place to celebrate the good work– look back at the accomplishments of the past year and look forward to starting anew. The information found throughout this Annual Report represents who we are, what we value, and how we bring to light the passion the staff has for this very important work. The success of the ADRC is attributed to the efforts of the staff to provide services and programs to our citizens to enable them to live independently and have the highest quality of life possible within our community.

This past year has been full of change and uncertainty, to say the least, and there's no doubt all of us were counting down the days until 2020 was behind us. Cherished opportunities were lost for many families and students, unable to celebrate; no weddings, funerals, holiday gatherings, graduations, and far fewer positive human interactions. Lives were cut short unnecessarily due to an insidious virus. Despite the challenging and surreal times, we were able to find ways to leverage opportunities to safely provide the much-needed services to our vulnerable population.

Although we had to suspend some of our services for three months with the *Safer at Home* order, staff were committed to finding ways to safely administer our programs to the community. We partnered with the Sheriff's Department to safely deliver meals to those sheltering in place. We purchased sneeze guards for our volunteer transportation drivers and ordered the protective gear needed to continue operations.

When the courthouse closed to the public and staff began working remotely, technology became an important part of our day-to-day tasks. It seems that every moment in 2020 was another lesson learned.

For some of us, 2020 did allow us to accomplish some goals. In June I achieved my Bachelor of Science degree in Business Administration Magna Cum Laude. My wish is that all of you have experienced at least one success in 2020 that has given you some hope for a better tomorrow.

As always, it is an honor to diligently serve the Vilas County community as the Director of the ADRC of Vilas County.

Thank you for the opportunity to submit our Aging and Disability Resource Center (ADRC) Annual Report for 2020.

Respectfully submitted,

Susan L. Richmond

Susan Richmond
Director

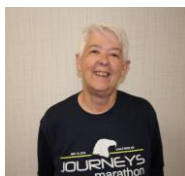
INTRODUCTION

The Aging and Disability Resource Center of Vilas County, located at 330 Court Street in Eagle River, is a central resource agency addressing the needs and interests of older adults and adults with disabilities. The Committee is appointed by the County Board of Supervisors and is responsible for setting policy.

ADRC Committee 2020



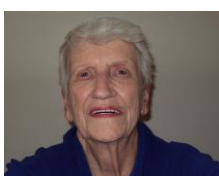
Bob Hanson, Chairman
County Supervisor
District 9



Holly Tomlanovich, Vice Chair
County Supervisor
District 17



Mary Rasmussen
County Supervisor
District 15



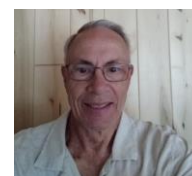
Diane Egan, Citizen
Representing:
Physically Disabled



Gina Egan, Citizen
Representing:
Developmentally Disabled



Milt Klingsporn, Citizen
Representing:
Older Adults



Rich Schmalzer, Citizen
Representing:
Older Adults

Missing: Lori Siegler, Citizen
Representing:
Developmentally Disabled

Eric Chapman, Citizen
Representing:
Lac du Flambeau



Nutrition Advisory Council

Front Row: Barbara Mlodik, Audrey Stearns, Ken Mitchell

Back Row: Kathy Roggeman, Bob Hanson, *Chair*, Mary Samuelson, *Susan Richmond, Director*

Missing: Joe Jovanovic and Donna Ruffner

Oneida-Vilas Transit Commission Board

Vilas County Representatives: Erv Teichmiller, *Chairman*, Co. Supervisor, Chuck Hayes, County Supervisor, Fred Radtke, Citizen Member, Milt Klingsporn, Citizen Member (alternate)

ADRC Staff 2020



Sue Richmond
Director



Beckie Gleason
Financial Specialist



Larry Bergum
Receptionist



Erica Pertile
Receptionist



Susan Corrieri
Elder Benefit Specialist



Dustin Wadinski
Disability Benefit Specialist



Mary Kapke
Chore Coordinator



Jill Devine
ADRC Specialist



Amie Rein
ADRC Specialist



Laura Rozga
ADRC Specialist



Vilas County Senior Nutrition Site Managers

Front Row left to right: Sharon Gifford, *Susan Richmond-Director*, Anna Moore, Pam Cira
Back Row left to right: Judi Heikkinen, Josie Allen, Nancy Moser, Jennie Johnson

SENIOR NUTRITION PROGRAM

NUTRITION TEAM

NUTRITION SITE

Jennie Johnson, Site Manager
Pam Cira, Substitute/Nutrition Clerk

More Than A Meal Cafe
The Rock Mission Center
Eagle River

Judi Heikkinen, Site Manager
Sharon Gifford, Substitute

Golden Years Cafe
Northern Exposure Restaurant
Phelps

Anna Moore, Site Manager

Love of Life Cafe
The Gateway Lodge
Land O'Lakes

Josie Allen, Site Manager

The Lunch Bunch
Boulder Beer Bar
Boulder Junction

Nancy Moser, Site Manager

St. Germain Senior Cafe
St. Germain Community Center
St. Germain

*Lorraine Wildcat, Site Manager
Employed by Lac du Flambeau

Lac du Flambeau Wellness Center
Lac du Flambeau

**Lac du Flambeau receives Title IV funding for their Nutrition Program. We provide Home-Delivered Meals only for the non-Native Americans.*

Sue Richmond, Director
Erica Pertile, Initial Home Delivered Meal Assessment
Beckie Gleason, Financial Specialist



To our many dedicated volunteers...

Being a volunteer means that you are offering something – something that is not required nor obligated. Most of the time volunteering means that you are working side by side with others. This connects you to other human beings as you are working toward a common goal. When you volunteer, you are making connections.

2020 was definitely a year that volunteers were needed to make that connection. I heard from many of the volunteers that they needed to engage with the participants just as much as the participants needed interaction and socialization.

Volunteers are the heart and soul of what we do at the Aging and Disability Resource Center. With the limited number of paid staff, we would not be able to do all the programs offered without the help of our volunteers. Volunteers donated more than 2650 hours of service, during the pandemic. Volunteers make it possible for the ADRC to accomplish everything we do.

I often say that “Thank You” just doesn’t seem like enough for your amazing generosity and dedication to the citizens of Vilas County. With the deepest gratitude for your commitment to serve, I thank you on behalf of the ADRC of Vilas County and the people we serve.

“Volunteering is at the very core of being a human. No one has made it through life without someone else’s help”

~Heather French Henry~

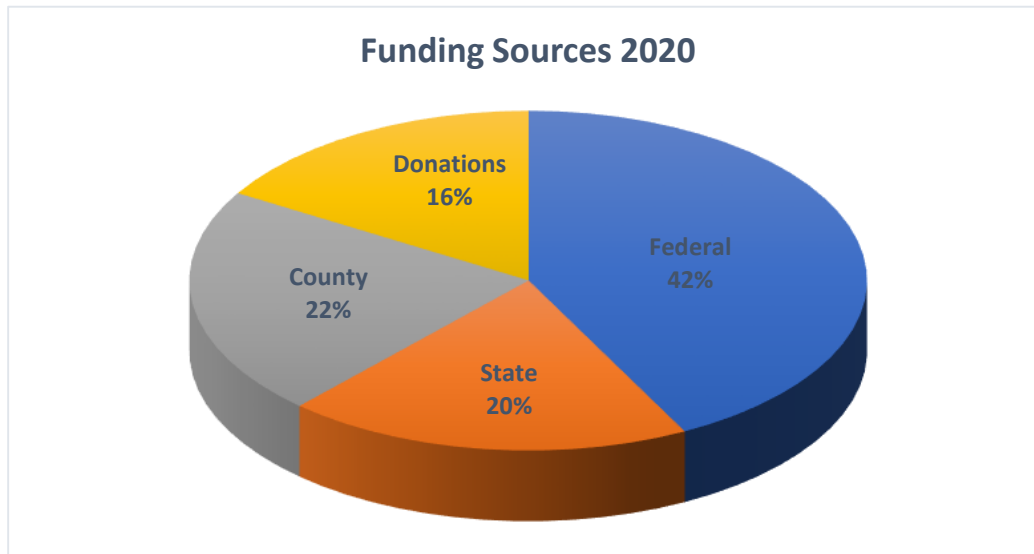
Respectfully submitted by:
Susan Richmond, Director 2012
Certified Information and Referral Specialist, (CIRS-A/D) 2007

Budget and Program Reports 2020

ADRC of Vilas County-Aging 2020 Budget Report

Funding Sources

Federal	\$303,767.95
State	\$139,087.83
County	\$156,344.51
UW Pilot Project	\$981.50
Donations	\$117,553.51
Total Revenues	\$717,735.30



Expenditures

Administration	\$108,273.83
Alzheimer's Family Support Program	\$21,102.42
Chore Program	\$13,730.52
Benefit Specialist Program	\$28,128.15
Health & Wellness Programs	\$17,197.33
National Family Caregiver Program	\$31,314.22
Nutrition Program	\$189,397.33
Transportation Program	\$51,475.65
Total Expenditures	\$460,619.45

The ADRC of Vilas County received an additional \$132,227 in Federal Funding and \$193,120 in State Funding (totaling \$325,347) for ADRC Services. \$57,445 of which provided additional funding for the Benefit Specialist Program. The ADRC provides information on a broad range of programs and services, helps people understand the various long-term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long-term care. [i]

Respectfully submitted by:
Rebecca Gleason, Financial Specialist
ADRC Staff since 2013

[i] Retrieved from <https://www.dhs.wisconsin.gov/adrc/index.htm>



TRANSPORTATION SERVICES

The Wisconsin Department of Transportation (WisDOT) annually awards each county funds to provide specialized transportation to older adults and persons with disabilities under s.85.21 grant funds. In 2020, the ADRC of Vilas County received \$95,385.00 from WisDOT, and Vilas County contributed the 20% required match of \$ 19,077.00.

The remainder of the transportation funds (\$76,945.00) is sub-contracted to the Oneida-Vilas Transit Commission (OVTC) to support public transportation. OVTC (doing business as Northwoods Transit Connections- NTC) was created in 2015 through resolutions by both Oneida and Vilas Counties Board of Supervisors under Wis.Stats. Sections 59.58(2) and 66.0301. NTC is a direct service provider of subsidized transportation to older adults, persons with disabilities, and the general public in Oneida and Vilas Counties. Revenues are derived from Federal and State grants, human service contracts, fares, donations, and miscellaneous revenues.

NTC is governed by the OVTC, a six-member body comprised of three representatives each from Oneida and Vilas Counties appointed by the Oneida and Vilas Counties Board of Supervisors. Each county appoints two County Board Supervisors and one citizen to serve on the OVTC. Vilas County Board Supervisors, Chuck Hayes, Marv Anderson, and citizen member, Fred Radtke were appointed to represent Vilas County on the OVTC. Milt Klingsporn serves as an alternate citizen member.

OVTC major events during 2020 include:

- Providing 23,101 total rides, down from 39,300 rides in 2019 due to the Pandemic
- Moved into a new facility in February.
- Suspended routes connecting Eagle River, Lakeland, and Rhinelander in April
- Suspended Eagle River-Boulder Junction-Manitowish Waters-Woodruff Route in April
- Suspended collection of fares in mid-April
- Obtained a grant for a replacement/administrative van and purchased vehicle.
- Obtained a grant for shop equipment and purchased large tools for mechanic.
- Re-established Eagle River-Boulder Junction-Manitowish Waters-Woodruff route in November

OVTC currently operates 7 buses in the two-county area, Monday through Friday 8:00 a.m. – 5:00 p.m. in Eagle River and 7:00 a.m. – 6:00 p.m. in the Lakeland Area.

2020 Routes: Every Monday between Eagle River, Boulder Junction, Manitowish Waters and Woodruff
First and third Wednesday between Phelps and Land O'Lakes Food Pantry

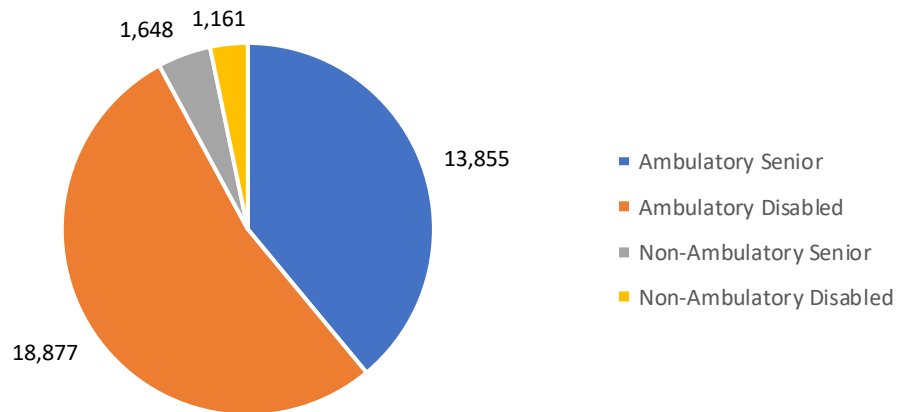
Respectfully submitted by:

Susan Richmond, Director 2012

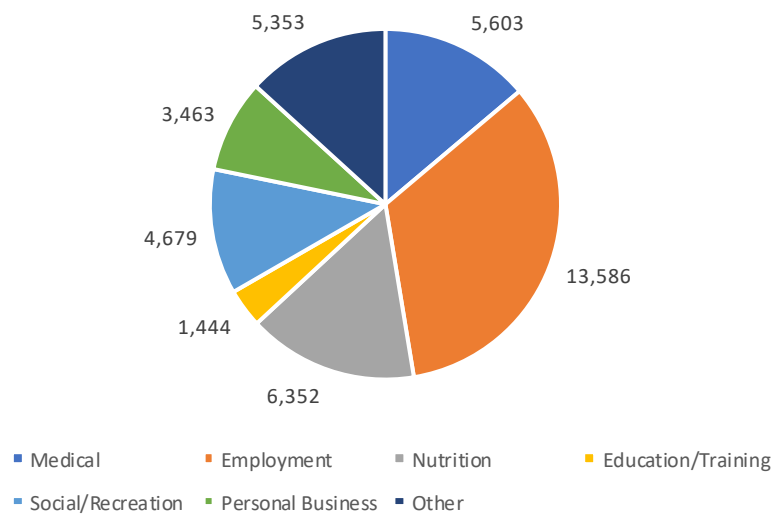
Certified Information and Referral Specialist, (CIRS-A/D) 2007



Types of Riders 2020



Purpose of Rides 2020



Respectfully submitted by:
Barb Newman, Office Manager
Northwoods Transit Connections

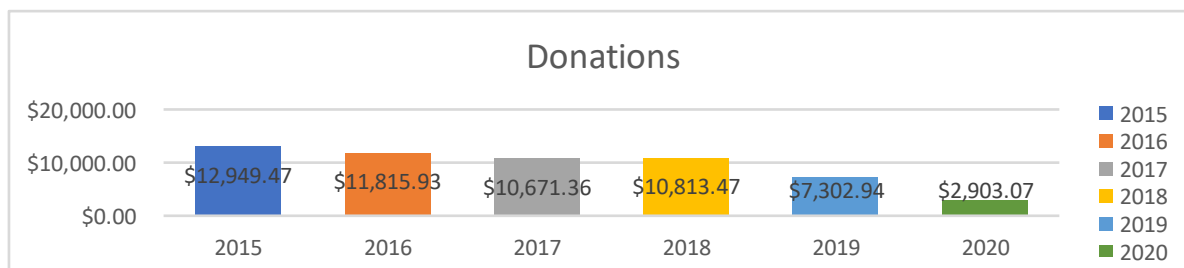
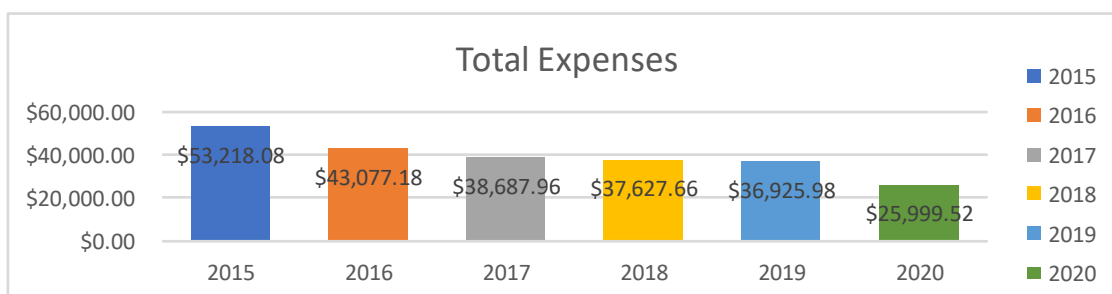
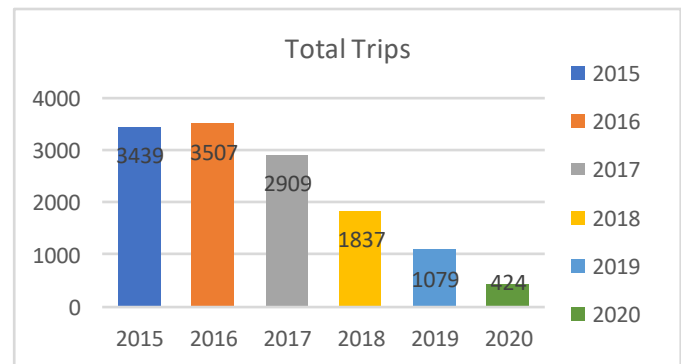
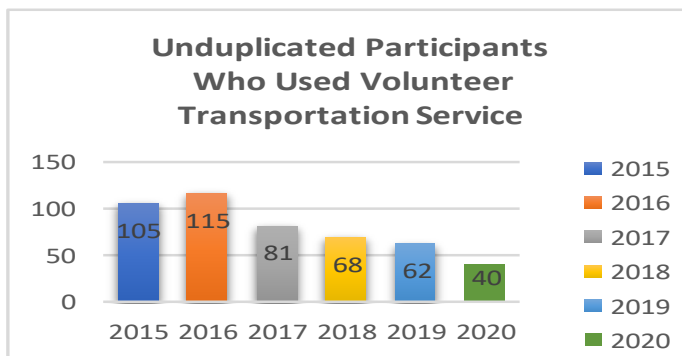
TRANSPORTATION SERVICES



The Volunteer Transportation Program, through the efforts of volunteer drivers, coordinated by ADRC staff, provides transportation for any citizen of Vilas County who is unable to drive and needs assistance getting to medical appointments or attending to other personal business. Passengers who are 60 years or older and persons with a disability are asked for a donation for the trip based on the mileage reimbursement paid to the driver. General public passengers must pay the total cost of the trip prior to the trip based on mileage. In 2020, 9 participants were under the age of 60 and are disabled, 4 participants passed away, 2 moved, and 41 were removed from the program through the program update that was done in spring. 23 new participants registered for the program and 2 participants returned to the program. Services were suspended from mid-March – June due to COVID-19. Services were reinstated after additional safety measures were put into place.

Total Number of Participants	196 (63 Men/133 Women)
Total Number of Trips	424 (272 Medical/152 Personal)
Total Trip Miles	10,101
Total Hours of Service	508.25
Total Cost of Service	\$25,999.52
Average Cost per Trip	\$61.32


Although the participants are not required to donate toward their trips, the 2020 donations totaled \$2,903.07.



Respectfully submitted by:
Rebecca Gleason, Financial Specialist
 ADRC Staff since 2013

Senior Dining



Fellowship, Food  Fun



Good nutrition is important at any age and has a huge impact on the physical health and wellbeing of older adults. Many people may not realize that nutrition needs vary depending on a person's age. Just like toddlers have different dietary needs than teenagers, the nutritional needs for elderly folks are much different than that of younger adults. Not only does healthy eating for seniors contribute to physical health, but it also has a huge bearing on memory and mental function.

The ADRC of Vilas County Senior Nutrition Program provides hot meals with 1/3 of the daily nutritional requirement. The program operates five dining sites and home delivery of meals throughout Vilas County. Home-delivered meals are available based on eligibility. The Nutrition Program was designed to provide socialization and educational opportunities at the congregate sites and provide face-to-face personal contact with the homebound senior. The drivers also provide a safety check to a person who may be frail or isolated, and in some instances, this may be the only contact the person has that day.

When the COVID-19 pandemic hit and the *Safer at Home* order was in place, the meal program had to shift its requirements and develop a safe way to get food to the seniors. The Department of Health Services allowed the program to serve "carry-out meals" throughout the State and to loosen the requirement to deliver meals to those that could not get out.

The Nutrition Program requires that nutrition education be done quarterly to all sites. Due to COVID-19, nutrition education was canceled and we had to come up with an alternative way to get the information to participants. Staff printed nutritional information on the backside of the menus each month.

Susan Richmond, Director of the ADRC of Vilas County, serves as the northern representative on the Executive Board of the Wisconsin Association of Nutrition Directors (WAND).

The ADRC of Vilas County ensures that the Nutrition Program has qualified, properly trained staff. The Site Managers are required to have 6.5 hours of training each year per our contract with the state. Dietitians review all menus.

Number of Days Served and Eligible Meals by Site

Meal Sites	Days	Congregate/ Carry-out Meals*	Home Delivered Meals	Total Meals
Eagle River	249	2,647	7,032	9,679
Phelps	200	1,917	373	2,290
Land O Lakes	82	1,268	8	1,276
Boulder Junction	150	872	844	1,716
St. Germain	151	493	1,135	1,628
Lac du Flambeau	156	0	345	345
Total	988	7,197	9,737	16,934

Three-Year Program Comparison

	2018	2019	2020
Congregate Participants	366	382	281*
Home Delivered Participants	99	93	91
Total Meals Served	18,796	17,650	16,934
Total Donations	\$69,395.78	\$64,525.36	\$64,490.44
Average Donations	\$3.69	\$3.66	\$3.81
Average Cost per Meal	\$10.74	\$14.80	\$11.16

***Congregate January through mid-March/Carry-out April through December**

Food insecurity rates among older adults have increased 58.8% during the COVID-19 crisis with 13.5% of older adults struggling to put food on the table. [i] Programs like the Vilas County Elderly Nutrition Program are critical to solving this national crisis.



Demographics for Nutrition Program

Demographic Data	Totals
Participants – Age 60-74	169
Participants – Age 75-84	190
Participants – AGE 85 +	107
Female Participants	295
Male Participants	171

Respectfully submitted by:
Rebecca Gleason, Financial Specialist
ADRC Staff since 2013

[i] Ashbrook, Alexandra (2020, July). Nearly 60 Percent Increase in Older Adult Food Insecurity During COVID-19: Federal Action on SNAP Needed Now. Retrieved from <https://frac.org/blog/nearly-60-percent-increase-in-older-adult-food-insecurity-during-covid-19-federal-action-on-snap-needed-now>

CHORE SERVICES PROGRAM 2020

The Aging and Disability Resource Center is committed to providing programs designed to enhance the quality of life of older adults. Services provide opportunities for choices, encourage health, wellness, and living independently. One of these programs is the Chore Service. This program is funded through federal and county dollars.

The Chore Services Program matches workers with low-income older adults who need light housekeeping and meet federally established income guidelines. We also receive referrals from the ADRC Specialists.

Our chore workers provide other services, such as shopping, laundry, etc. depending on the needs of the client. A home visit is required of every client before enrollment and yearly thereafter to assess needs. Due to Covid-19, this requirement was waived. Service was suspended in April and May due to this virus. Presently there is no waitlist. Each client is allotted up to 7 hours/month of service. More hours may be added based on the availability of funds and at the discretion of the Coordinator and Director. Clients were allowed ten hours in November and December.

In 2020 a total number of 12 clients were provided with 631.75 hours of services at a total program cost of \$6,589.25. There was 1 admission, 3 discharges, and 17 referrals in 2020. Many thanks to the workers who provided continued service.

CLIENT CHARACTERISTICS

AGE	FEMALE	MALE
60-69	1	0
70-79	1	0
80-89	5	2
90 +	2	1
Total	9	3



Respectfully submitted by:
Mary Kapke, Chore Coordinator
ADRC Staff since 2018

ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM 2020

QUICK FACTS

- Today more than 5 million Americans are living with Alzheimer's disease.
- 1 in 3 seniors dies with Alzheimer's or another dementia.
- Alzheimer's disease is the sixth-leading cause of death in the United States.
- Between 2000 and 2018 deaths from Alzheimer's and other dementia have increased 146%.

The Alzheimer's Family and Caregiver Support Program, or AFCSP is a program created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia.

Alzheimer's takes a devastating toll, not just on those with the disease but also on entire families. In 2020, 16 million family and friends provided 18.6 billion hours of unpaid care to those with Alzheimer's and other dementias. That care had an estimated economic value of \$305 billion. *

In 2020, we had 15 clients on the program at a total program cost of \$15,946. Funding is available to the caregiver to help with expenses such as respite, daycare, home care, and medical aids, etc. up to \$775/year. A home visit is required before enrollment and yearly thereafter to assess the client's needs. Due to COVID-19, the home visit requirement was waived and phone interviews completed. Currently, there is no waiting list for this program.

Client Characteristics

Age	Female	Male
Under 60	0	0
60-69	0	0
70-79	1	2
80-89	5	5
90-99	2	0
Total	8	7



Services are provided through a grant at no cost to Vilas County.

*Alzheimer's Association 2020 Alzheimer's Disease Facts and Figures

Respectfully submitted by:
Amie Rein, CSW/ADRC Specialist
ADRC Staff since 2010

INFORMATION AND ASSISTANCE

- Fielded a variety of information and assistance calls during 2020
- Distributed approximately 4800 Vilas County Resource Guides throughout the county
- Worked with WRJO Radio on ads for 2020 and with the Hodag Buyer on the 2020-2021 Resource Guide.
- Worked with the Vilas County News-Review on the Spring and Winter editions of the Senior Focus.

FAMILY CAREGIVER SUPPORT

Many caregivers find themselves in the situation of needing help caring for their loved ones and not knowing where to turn. Through the efforts of our Coordinator, Amie Rein, and funding from the National Family Caregivers Support Program, the ADRC, can offer respite options for caregivers. Amie's position expanded during 2020 and now Amie is also an ADRC Information Specialist. 2020 was a challenging year for caregivers due to the COVID-19 pandemic. The following activities were reported in 2020:

- Participated in the monthly Statewide Caregiver Coordinator conference calls.
- Served fourteen families with National Family Caregiver Support Program Funds and the extra CARES funds provided due to the COVID-19 pandemic.
- Continued to facilitate a general caregiver support group. The caregiver support group met in person at the beginning of the year however after the COVID-19 outbreak the format was changed to online. There were approximately 5 participants that participated online. The other caregivers that were meeting with the group now receive regular calls to see how they are doing.
- Powerful Tools for Caregiver Workshop was held in collaboration with the ADRC of Oneida County in person in Arbor Vitae with eleven participants completing the workshop. Also, the Powerful Tools for Caregiver Workshop was held online due to COVID-19 with eight participants completing the workshop.
- The Caregiver Alliance of the Northwoods attempted to offer the Final Affairs Workshop in person and online however both were canceled.
- The Alive to Life event planned was canceled due to COVID-19.
- Presentations about caregiver services were given to the Parkinson's Support Group and the Genealogy Club from UW-LaCrosse.
- Participated in many online workshops and training about caregiving during the pandemic, isolation, loneliness, and respite care.
- Worked with GWAAR on bringing the computer program Trualta to caregivers in the county.
- Received requests from 44 families about In-Home Support Services and other community services.



Respectfully submitted by:
Amie Rein, CSW/ADRC Specialist
ADRC Staff since 2010

HEALTH AND WELLNESS PROGRAM



Provides informational programs on health and wellness to enrich the quality of life of our community. Coordinator, Amie Rein, is certified to facilitate the following classes: Healthy Living with Diabetes, Living Well with Chronic Conditions, and Stepping On. The workshops took on a new look after the outbreak of COVID-19 and moved to online workshops.

The following activities were reported in 2020:

- One Living Well with Chronic Conditions Workshop was scheduled in 2020. This workshop was canceled due to a lack of participants.
- Stepping on Workshop was offered in-person in January in Eagle River with eight participants. The workshop scheduled for the fall was canceled due to COVID-19 and because the program was not available in an online format.
- Healthy Living with Diabetes was offered in March and May however the classes were canceled due to COVID-19. In October, the ADRC partnered with the Lac du Flambeau Aging Office and Great Lakes Inter-Tribal Council and offered the workshop online. Seven people completed the workshop.
- Continued to participate in the Health Promotion Statewide and Stepping On Statewide conference calls.
- Attended the Living Well Refresher course with the three volunteer facilitators.
- Worked with the current volunteer facilitators about moving to an online format for the workshops.
- The Stand More and Move More research project with UW- Madison that was scheduled in 2020 was postponed to 2021. The researchers worked in 2020 to transition the curriculum to an online version.
- Participated in a new research project with UW-Madison on virtual yoga. The workshop has been put on hold at this time. Collaborated with the ADRC of Oneida County on a schedule of workshops for 2021.
- Collaborated with the ADRC of Oneida County on a schedule of workshops for 2021.

Respectfully submitted by:
Amie Rein, CSW/ADRC Specialist
ADRC Staff since 2010

Elder Benefit Specialist (EBS)

Susan Corrieri serves as a full-time EBS for the ADRC of Vilas County. Benefit Specialists are paraprofessionals, trained by Greater Wisconsin Area Agency on Aging Resources (GWAAR) attorneys. She helps those 60 years of age and older, providing information on private and governmental benefits.

Benefit Specialists are often referred to as “Red Tape Cutters” because they help older persons better understand complex benefit programs. When appropriate, an EBS can also represent individuals in hearings to appeal benefit denials.

In 2006, Benefit Specialists were enlisted as State Health Insurance Program (SHIP) counselors for the State of Wisconsin. This is a national system devised to assist those over 60, by educating and empowering them in making complicated insurance decisions, resulting from the implementation of Medicare Part C and Part D. The inclusion of this duty drastically changed the scope, volume of inquiries, and complexity of the position.



2020 Program Highlights:

- Welcomed 94+ new clients to EBS services, despite challenges resulting from the Covid-19 pandemic.
- Received over 530 contacts during the annual Medicare Open Enrollment, assisting 160 individuals with enrollment into a new Part D plan.
- Logged in 80+ hours for both MIPPA Outreach and EBS Calling Hours, visiting libraries, medical facilities, and businesses in outlying areas within Vilas County. Although the pandemic prevented face-to-face interactions for most of the year, our library directors have been wonderful partners in reaching our local seniors, and are eager to get back to EBS Calling Hours in 2021, hopefully.
- Gave presentation in February at 1 new venue, Easy Eagles, in Eagle River with an estimated 30 attendees. Most attendees were new to EBS services.
- 15 individuals attended the monthly “Solving the Insurance Puzzle” workshops between January and March. These continue to be well-received with attendees saying they came due to recommendations from friends/family.
- EBS received over 1000 phone contacts this year, down somewhat from last year but still considerable given the pandemic.

Elder Benefit Specialist – continued

- We were fortunate to have the assistance of 1 volunteer to process Homestead Tax Credit filings for the folks residing at Sunrise Apartments. Very grateful for his service to the ADRC.
- All EBS-required federal and state reporting for 2020 was completed and submitted timely.
- Although the annual WABS conference was canceled due to Covid-19, Susan attended over 66 hours of Professional Development training.
- Multiple PSA's were run on the Insurance Puzzle workshop and Medicare Part D Open Enrollment on our local radio station, and educational materials were distributed to clinics, meal sites, libraries, and community boards, to educate our community about Low-Income Subsidy/Extra Help.
- EBS continues to reach out to both state and federal legislators, per the ADRC 3-year plan, to bring more awareness of EBS services.
- EBS continues to serve on the Public Relations Committee for the Wisconsin Association of Elder Benefit Specialists.

Respectfully submitted by:
Susan M. Corrieri
Elder Benefit Specialist/SHIP Counselor
ADRC Staff since April 2013

Disability Benefit Specialist (DBS)

Dustin Wadinski serves as the Disability Benefit Specialist for the ADRC of Vilas County. The DBS position is responsible for providing services for people ages 18 to 59 with physical disabilities, developmental disabilities, and mental disabilities. These services include all aspects of Social Security-related matters. Another primary focus of the DBS program is assisting with health insurance matters to include Medicare, Medicaid, and private plans.

The Disability Benefit Specialist (DBS) has taken some large steps forward in 2020. The quality of service for Vilas county residents has helped our county lead the way with one of the highest initial approval rates for disability claims in the state. Vilas county has experienced an increase in demand for our services because of COVID-19, and changes in population migration from populated areas to Vilas county. With all these additional factors this year, Dustin formulated a plan where he is implementing measures to allow more time in the initial processing of claims. This initial effort helps prevent gaps in insurance, loss of income and housing, and Social Security overpayments (which can sometimes mean Vilas County residents repaying tens or hundreds of thousands of dollars).

The DBS continues to work part-time, predominantly Tuesdays and Thursdays each week to provide service to the residents of Vilas Co.

2020 DBS statistics*

- 230 cases served (125 opened and 105 closed) *
- 76 individual clients assisted
- Monetary Impact for Vilas Co. residents:
Federal: \$396,882 / State: \$32,8320 / Total: \$429,702

**The state of WI DBS program had historically used CITRIX to keep track of client data until 03/31/2020 at which time they switched to SAMS. Currently, there is no way to query CITRIX for 01/2020 to 03/31/20. I will be using a basic datasheet from a CITRIX report used to report to Disability Rights Wisconsin as a fill-in for this time frame.*

DBS has completed all required annual training for 2020.

Training topics include:

- Retrospective monthly accounting
- Medicaid overpayments
- Med-D off label use
- Advanced overpayments
- MAPP changes 2020
- Unemployment benefits
- Researching benefit issues online
- Medical improvement standards for CDR's
- Childhood trauma and pain disorders
- Collateral Estoppel
- Equaling a disability listing

Respectfully submitted by:
Dustin Wadinski
Disability Benefit Specialist
ADRC Staff since January 2019

ADRC SPECIALIST

2020, the year of COVID-19, brought many changes to the ADRC of Vilas County. First and foremost, the ADRC welcomed two new ADRC Specialists, Jill Devine and Amie Rein. Jill and Amie joined ADRC Specialist Laura Rozga in providing customers with information and assistance regarding the services and programs available to seniors and adults living with disabilities in Vilas County. ADRS, Amanda Thompson, was also hired by Great Lakes Intertribal Council to serve the tribal population in Lac du Flambeau and Mole Lake Sokaogon. Amanda's hiring decreased the workload of the ADRC Specialists of Vilas County who had been covering services in Lac du Flambeau.

Two other changes that occurred affected the way ADRC Specialists did business on a day-to-day basis. First, the State determined home visits were too great a risk for the elderly and physically disabled population, and second, the Courthouse and the ADRC office were closed to the general public. This changed the way the ADRC Specialist determined eligibility for publicly funded long-term care programs, Family Care/IRIS. All Staff are required to meet quarterly with the MCOs/ICAs and the other ADRCs in our region. In 2020, this was done virtually.

Before COVID-19, ADRC Specialists spent a lot of time in peoples' homes, completing Long Term Care Functional Screens to determine eligibility for long-term programs, conducting Options Counseling, and assisting customers in general. After the Public Health Crisis was announced, ADRC Specialists had to pivot and start doing business by phone, internet, and when weather permitted, porch visits. Most facilities would not allow anyone in their building to try to contain the virus and minimize the risk to their residents. ADRC Specialists now needed to determine eligibility for a person based on phone conversations instead of observation, and rely on accurate reporting from the customer and collateral contacts. Needless to say, this has been challenging.

The transition to Family Care was completed in July 2020. After three years, the waitlist has been eliminated. The ADRC of Vilas County completed 97 Long Term Care Functional Screens and was able to enroll those found physically and functionally eligible, into Family Care immediately. Laura Rozga is the Long Term Care Functional Screen Liaison and is responsible to attend the conference calls, make sure all staff are signed up for their CST Test, and distributes practice scenarios to the staff throughout the year. The CST test was originally scheduled in the fall of 2020 but had to be rescheduled to February 2021, due to COVID-19.

Jill Devine and Dustin Wadinski take the lead for the Youth in Transitions program. Jill Devine represents Vilas and attends the monthly County Communities on Transition (CCOT) calls. This Committee is a collaboration of educators, community agencies, families, youth, employers, and other service providers in Forest, Oneida, and Vilas counties that provide connections to quality transition services and life opportunities for our students with disabilities.

Laura Rozga, Susan Corrieri, and Susan Richmond are members of the Vilas County Adults/Elders at-Risk Inter-Disciplinary Team (I-Team) Committee. This group of diverse

and accessible professionals help identify ethical issues, heighten awareness of problems adults at risk face and mobilize a variety of community resources to assist.

All three ADRC Specialists were trained as coaches in Dementia Live. Dementia Live is an experience that immerses participants into what life might be like living with cognitive impairment and sensory change. Utilizing specialized gear that simulates dementia-specific changes that include altered eyesight, hearing, and tactile sensation, this safe experience is a powerful and effective tool to strengthen the care partners' understanding and empathy. Due to COVID-19, staff were unable to hold a Dementia Live event, but look forward to when they can plan this event in the near future.

Since Vilas County did not receive a Dementia Care Specialist, Laura Rozga is the acting Dementia Lead for the office and attends the Dementia Care Specialist (DCS) calls every month. The ADRC Specialists are trained to provide a memory screen to customers that request this service. Laura met with the Memory Clinic Team to discuss what services they provide and how to make referrals.

The ADRC Specialists also work with the Vilas County Sheriff's Dept providing information and distribution for the Purple Tube Project. The Purple Tube Project's goal is to assist families affected by dementia and first responders by providing information that may be helpful in the event of a medical or behavioral emergency. The Purple Tube Project assists families coping with dementia to develop a crisis/safety plan which includes information such as contact people, medical history, power of attorney for health care, and best ways to interact with the person with dementia. This is provided at no cost to the customer and their families.

The ADRC tracks activities and target groups by utilizing the SAMS-IR database. Laura Rozga is responsible for client tracking, attends the monthly calls, and tracks the data errors for staff.

4909 contacts for 2020 by target group:

Alzheimer's/Dementia:	881 contacts	Elderly:	3,681 contacts
Physically Disabled:	966 contacts	Substance Abuse:	62 contacts
Developmentally Disabled:	505 contacts	Mental Health:	285 contacts
Unknown Target Group:	117 contacts		

Respectfully submitted by:
Laura Rozga, CSW/CRS-A/D
ADRC Specialist
ADRC Staff since 2013

ADRS-Lac du Flambeau Office

Lac du Flambeau is located within Vilas County, but as a sovereign nation is not under the jurisdiction of Vilas County government. The ADRC of Vilas County works in partnership with the Great Lakes Inter-Tribal Council and assists as requested to assure tribal members receive services. Laura Rozga held office hours in Lac du Flambeau one to two days per week for the past two years until COVID-19 hit. Great Lakes Inter-Tribal Council hired Tribal Aging & Disability Resource Specialist, Amanda Thompson in late February 2020 to serve tribal community members from Lac du Flambeau (in Vilas and Oneida counties) and Mole Lake Sokaogon (in Forest county).

2020 created a plethora of obstacles in the onboarding and training of the Tribal Aging and Disability Resource Specialist position. While the county ADRC partners and state DHS supervision revised protocols and requirements for the programs, the Tribal ADRS was just beginning to learn what the position entails. The obstacles COVID 19 caused were most prevalent in the disruption of "on the job" training. This took a new, more self-motivated, required direction which led to the slowed progression of onboarding.

Resiliency was the theme of 2020, with both the staff and the clientele. Through the challenges, the Tribal ADRS was able to begin or continue building relationships with approximately 30 Vilas county Tribal members. After the Long-Term Care Functional Screen training and job shadowing required, Amanda began supervised screening by late July 2020 and independently screening by early September 2020. In total, 6 Long Term Care Functional Screens for tribal members in Vilas county were completed through enrollment into Family Care.

Respectfully Submitted by:
Amanda Thompson
Tribal Aging & Disability Resource Specialist